

Vermeer MV Solutions Inc.

Trenchless
Okahumpka, FL 34762, USA

FIELD CAMPAIGN

SERVICE BULLETIN #

SMV2022-012

DATE:

26 July 2022

CAMPAIGN
TYPE:

Mandatory – Product Safety

CAMPAIGN
CATEGORY:

Bulletin Only

DEALER INSTALLATION ONLY

Revision:

- Kit instructions and bulletin are revised to add six additional units by adding a new kit version:

AFFECTED MACHINES - VVK02-0011					
TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VERMEER MODEL	VERMEER PIN	VERMEER UNIT NUMBER
Ford	F650	1FDNF6DC3MDF04421	HTV873PTO	1MVL1305LMK010001	210098
Ford	F750	1FDXF7DE4MDF06288	HTV873PTO	1MVL1305HMK010002	210145
Ford	F650	1FDNF6AN9NDF00123	HTV873PTO	1MVL1305HMK010003	210157
Ford	F750	1FDXF7DE8NDF00124	HTV873PTO	1MVL1305CMK010004	210254
Ford	F750	1FDXF7DEXNDF04031	HTV873PTO	1MVL1305TMK010005	300174A
Ford	F750	1FDXF7DE2MDF05429	HTV873PTO	200621	200621

These units are missing side or rear reflex reflectors and the rear extremity extends more than 24 inches behind rear impact guard.

- Product safety department will send reports to dealers for only the machines added in VVK01 which are located in their area. Please respond with any edits to owner/addresses by January 3rd, 2022.
- Owner notifications, sample letter 2 at end of this bulletin, will be sent to registered machine owners of the units in IK02 January 5, 2022.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
HTV873PTO	See attached listing on pages 5 – 8 of this bulletin for specific truck make, model and VIN, and Vac-Tron model and new assigned PIN	None	VVK01
JTV873PTO			
HTV573PTO			
HTV373PTO		None	VVK02
HTV873PTO			

Subject:



Reflectors, Lights and Discharge Tube Overhang Update Kit (VVK000011 Rev. 1)

Background:

**INADEQUATE LIGHTING AND REFLECTORS;
REAR EXTREMITY EXCEEDS LENGTH LIMITS**

The side and rear reflectors, and the rear facing marker lights do not meet Federal Motor Vehicle Safety Standard (FMVSS) governmental regulation 108 for the United States. The discharge tubes on the spoil tank exceed the permitted length and do not meet Title 49 Code of Federal Regulations §393.86 for the United States.

DEATH OR SERIOUS INJURY POSSIBLE

When driving or parking the vacuum excavator on public roadways, a crash may occur resulting in **death or serious injury** from a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle reflectors and lights will be added.

In the event of a rear impact crash, the vacuum excavator spoil tank discharge tubes may collide with another vehicle, increasing the risk of **death or serious injury** to vehicle occupants.

Property or equipment damage may also occur.

Reference: Service Bulletin SVV2020-014 Rev. 1 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000011 has been created to provide the necessary parts and instructions to add side and rear reflectors and rear facing lights. The spoil tank discharge tubes will also be shortened. In addition, a new Vac-Tron product identification tag will be installed on the vacuum excavator for recordkeeping purposes. **The kit must be installed as soon as possible.**

Please be reminded that it is a violation of Federal law for you to sell or lease the machines covered by this notification until this recall has been performed on these machines. Substantial civil penalties apply to violations of this law.

DEALER PARTICIPATION
REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of July 26, 2022, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - **Kit installation status.** If VVK000011 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
 - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in iWarranty and notify the product safety department on or before **August 8, 2022**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from Vermeer MV Solutions - Florida, check your inventory to determine if you have VVK000011 in stock. Order kits by calling Vermeer MV Solutions – Florida at **888-822-8766** as needed. **Do not order more kits than needed for immediate installation.**
3. **New Vac-Tron PIN** (6-digit number) has been assigned to the vacuum excavators affected by this kit. At the time of manufacture, no VIN or PIN was assigned. **A PIN tag** must be ordered from productsafety@vermeer.com prior to completion of the kit installation. The new PIN tag will be sent overnight courier to the requesting dealership. Instructions for installation of the PIN tag are included in the kit instructions. The truck make, model and VIN, and Vac-Tron model will also be referenced on the bag in which the PIN tag will be sent in. Also see pages 5 – 8 below for truck VINs and vacuum excavator PINs.
4. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customers on or about August 9, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK000011, please contact the Vermeer MV Solutions – Florida service department. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

REIMBURSEMENT

Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 6 hour(s).

To submit the campaign warranty claim, use the Vac-Tron model and newly assigned PIN.

Note: *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about August 9, 2022. Owner registrations indicate no translations are required for this campaign. The owner letter will only be available in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the kit installed. After receiving VVK000011 from Vermeer MV Solutions – Florida, you must **contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the vehicle driver and occupants, as well as others traveling on the public roadways. We hope that you agree that the safety benefits surpass the inconvenience.

Vermeer MV Solutions, Inc.

Attachments:

VVK000011 Kit instructions
SVV2020-014 Rev. 1 First notice

<p>Completion schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert</p> <p><input type="checkbox"/> Product Compliance</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB20)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p>
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<p>Internal reference:</p> <p>TREAD Act code</p> <p><i>(Choose one or more applicable codes)</i></p>	<input type="checkbox"/>	--	Not applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input checked="" type="checkbox"/>	16	Structure
	<input type="checkbox"/>	03	Service brake system, hydraulic	<input type="checkbox"/>	17	Latch
	<input type="checkbox"/>	04	Service brake system, air	<input type="checkbox"/>	19	Tires
	<input type="checkbox"/>	05	Parking brake	<input type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

AFFECTED MACHINES - VVK010011

TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VAC-TRON MODEL	VAC-TRON PIN
Freightliner	MM106042S	1FVACWFC2JHJP7155	HTV373PTO	111111
Ford	F650	3FRNF6FC6FV747520	HTV573PTO	161001
Ford	F650	1FDNF6AY5GDA02210	HTV873PTO	161022
Ford	F750	1FDXF7DE2GDA00186	HTV873PTO	161023
Ford	F750	1FDXF7DE2GDA00253	HTV873PTO	161024
Ford	F650	1FDNF6DC6GDA00322	HTV573PTO	161027
Ford	F650	1FDNF6DCXGDA00646	HTV573PTO	161028
Ford	F650	1FDNF6DCXGDA00324	HTV573PTO	161029
Ford	F750	1FDXF7DE2GDA02147	HTV873PTO	161030
Ford	F750	1FDXF7DE4GDA02148	HTV873PTO	161031
Ford	F750	1FDXF7DE6GDA02149	HTV873PTO	161032
Ford	F650	1FDNW6DC5GDA00120	HTV573PTO	161034
Ford	F650	1FDNF6DC7GDA02144	HTV573PTO	161058
Ford	F750	1FDXF7DE5GDA00327	HTV873PTO	161059
Peterbilt	335	2NPLHN6X88M752463	HTV873PTO	161078
Ford	F750	1FDXF7DE1GDA04469	HTV873PTO	161079
Ford	F750	1FDXF7DE8GDA04470	HTV873PTO	161080
Ford	F750	1FDXF7DEXGDA06365	HTV873PTO	161109
Ford	F750	1FDXW7DE7GDA00121	HTV873PTO	161110
Ford	F750	1FDYW7DXXGDA04394	HTV873PTO	161114
Ford	F650	1FDNF6DCXGDA04468	HTV573PTO	161128
Ford	F750	1FDXF7DE8GDA06364	HTV873PTO	161129
Ford	F550	1FDUF5HY4GEA29811	HTV373PTO	161130
Ford	F750	1FDXF7DC3HDB00863	HTV873PTO	161160
Ford	F750	1FDXF7DE3GDA07034	JTV873PTO	161171
Ford	F750	1FDXF7DE1GDA06366	HTV873PTO	161194
Ford	F750	1FDXF7DE3GDA06367	HTV873PTO	161202
Ford	F750	1FDXF7DE2HDB01732	HTV873PTO	161203
Ford	F650	1FDNF6DE8GDA07306	HTV573PTO	161205
Ford	F650	1FDNF6DE6GDA07031	HTV573PTO	161206
Ford	F750	1FDXF7DE7HDB02116	HTV873PTO	161208
Ford	F750	1FDXF7DE4HDB01733	HTV873PTO	161223
Freightliner	MM106042S	3ALACXDT8HDJD3553	HTV873PTO	161228
Ford	F650	1FDNF6DE8GDA07032	HTV573PTO	161232
Ford	F650	1FDNX6DE7GDA07035	HTV573PTO	161239
Ford	F750	1FDNF7DC5HDB02640	HTV873PTO	161241
Ford	F750	1FDXF7DE0HDB02118	HTV873PTO	161248
Ford	F750	1FDXW7DE5HDB03667	HTV873PTO	161259
Ford	F650	1FDNF6DEXGDA07033	HTV573PTO	161260
Ford	F750	1FDXF7DE9HDB02117	HTV873PTO	161283

AFFECTED MACHINES - VVK010011				
TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VAC-TRON MODEL	VAC-TRON PIN
Ford	F750	1FDXF7DE2HDB02119	HTV873PTO	161284
Ford	F750	1FDXF7DE4HDB02297	JTV873PTO	161323
Ford	F550	1FDUF5GT9HEC03914	HTV373PTO	171001
Ford	F750	1FDXF7DE1HDB03567	HTV873PTO	171003
Ford	F750	1FDXF7DE6HDB04245	HTV873PTO	171004
Ford	F650	1FDNF6DCXHDB03566	HTV573PTO	171015
Ford	F650	1FDNF6DC5HDB05872	HTV573PTO	171094
Ford	F650	1FDNF6DC7HDB03704	HTV873PTO	171095
Ford	F550	1FD0W5HT2HED33515	HTV373PTO	171115
Ford	F750	1FDXF7DE8HDB04246	HTV873PTO	171131
Ford	F750	1FDXF7DEXHDB04247	HTV573PTO	171158
Ford	F750	1FDXF7DE6HDB05458	HTV873PTO	171167
Ford	F650	1FDNF6DC3HDB05871	HTV573PTO	171189
Ford	F650	1FDNF6DC7HDB05873	HTV573PTO	171190
Ford	F650	1FDNF6DC2HDB07742	HTV573PTO	171191
Ford	F550	1FDUF5GT2GED16070	HTV373PTO	171257
Ford	F750	1FDXF7DE8HDB05459	JTV873PTO	171305
Ford	F750	1FDXF7DE9HDB05874	JTV873PTO	171322
Ford	F550	1FD0W5GT5HED05600	HTV373PTO	171354
Ford	F750	1FDXF7DE4HDB11629	HTV873PTO	171355
Ford	F750	1FDNF7DE4JDF00476	HTV873PTO	171368
Ford	F750	1FDXW7DE9JDF01566	HTV873PTO	171463
Ford	F550	1FD0W5HT3HED45821	HTV373PTO	171488
Ford	F650	1FDNF6DC4HDB07743	HTV573PTO	171501
Ford	F650	1FDNF6DC6HDB07744	HTV573PTO	171502
Ford	F750	1FDXF7DE0HDB05875	HTV873PTO	171511
Freightliner	MM106042S	3ALACWFC2JDJZ6486	HTV873PTO	171512
Freightliner	MM106042S	3ALACWFC4JDJZ6487	HTV873PTO	171513
Ford	F650	1FDNF6DCXHDB10601	HTV573PTO	171516
Ford	F650	1FDNF6DC2HDB07742	HTV573PTO	171991
Ford	F750	1FDXW7DE3JDF03040	HTV873PTO	181034
Ford	F750	1FDXW7DE5JDF03041	HTV873PTO	181037
Freightliner	MM106084S	1FVMCYFE2KHKE9995	HTV573PTO	181038
Ford	F750	1FDXW7DE7JDF03042	HTV873PTO	181039
Ford	F750	1FDXF7DE2HDB05876	HTV873PTO	181086
Ford	F750	1FDNF7DE5JDF04598	HTV873PTO	181088
Ford	F750	1FDXF7DE2HDB09765	HTV873PTO	181093
Freightliner	MM106042S	3ALACXFC4JDJP3202	HTV873PTO	181137
Ford	F750	1FDXF7DE6JDF04599	HTV873PTO	181184

AFFECTED MACHINES - VVK010011				
TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VAC-TRON MODEL	VAC-TRON PIN
Kenworth	T3 Series	2NKHHM7X1KM258831	HTV873PTO	181203
Ford	F750	1FDXF7DE0KDF00548	HTV873PTO	181228
Ford	F750	1FDXW7DE9KDF00550	HTV873PTO	181239
Ford	F750	1FDXF7DE2KDF00549	HTV873PTO	181350
Ford	F750	1FDXF7DE2KDF01104	HTV573PTO	181355
Ford	F750	1FDWF7DE7KDF02597	HTV573PTO	181502
Ford	F750	1FDWF7DE9KDF02598	HTV573PTO	181503
Ford	F750	1FDXF7DE8KDF00734	HTV873PTO	181555
Ford	F750	1FDXF7DE1KDF00736	JTV873PTO	181649
Ford	F750	1FDXF7DE8KDF00118	HTV873PTO	181682
Ford	F650	1FDNF6DC5KDF05292	HTV573PTO	181694
Ford	F550	1FDUF5HY9KDA11836	HTV373PTO	191017
Ford	F750	1FDXF7DEXKDF00735	HTV873PTO	191046
Ford	F750	1FDWF7DE4KDF04212	HTV573PTO	191074
Ford	F650	1FDNF6DC9KDF06588	JTV873PTO	191091
Ford	F650	1FDNF6DC0KDF01862	HTV573PTO	191134
Ford	F750	1FDXF7DE4KDF01105	JTV873PTO	191146
Ford	F750	1FDXF7DE1KDF04821	JTV873PTO	191147
Ford	F650	1FDNF6DC1KDF08965	HTV873PTO	191284
Ford	F750	1FDXF7DE7KDF05858	HTV873PTO	191295
Ford	F650	1FDNF6DC1KDF09758	HTV873PTO	191313
Ford	F550	1FDUF5HT1KEF58582	HTV373PTO	191315
Ford	F650	1FDNF6DC3KDF09759	HTV873PTO	191396
Ford	F650	1FDNF6DC6KDF08928	HTV873PTO	191397
Ford	F750	1FDXF7DE9KDF05859	HTV873PTO	191473
Ford	F750	1FDXF7DE7KDF04211	HTV873PTO	191489
Ford	F750	1FDNF7DE1KDF04048	JTV873PTO	191490
Ford	F650	1FDNF6DCXKDF09998	HTV873PTO	191503
Ford	F750	1FDXF7DE7KDF05617	HTV873PTO	191513
Ford	F750	1FDXF7DE2HDB02296	HTV873PTO	191537
Ford	F750	1FDXF7DE5KDF05857	HTV873PTO	191620
Ford	F750	1FDXF7DE8KDF15332	JTV873PTO	191673
Ford	F750	1FDXF7DEXKDF13162	HTV873PTO	191674
Ford	F750	1FDXW7DE5KDF14154	HTV873PTO	191722
Ford	F650	1FDNF6DC7KDF10803	HTV873PTO	191746
Ford	F650	1FDNF6DC1KDF14278	HTV873PTO	191747
Ford	F750	1FDXF7DEXKDF15333	HTV873PTO	191844
Ford	F650	1FDNF6DC4KDF15764	HTV873PTO	191863
Ford	F750	1FDXW7DE6KDF15765	HTV873PTO	200053

AFFECTED MACHINES - VVK010011				
TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VAC-TRON MODEL	VAC-TRON PIN
Ford	F750	1FDXF7DE1MDF00688	HTV873PTO	200054
Ford	F750	1FDXF7DE0MDF00682	HTV873PTO	200055
Ford	F750	1FDXF7DE4MDF00684	HTV873PTO	200056
Ford	F750	1FDXF7DE6MDF00685	HTV873PTO	200057
Ford	F750	1FDXF7DE8MDF00686	HTV873PTO	200058
Ford	F750	1FDXF7DEXMDF00687	HTV873PTO	200059
Ford	F750	1FDXF7DE2MDF00683	HTV873PTO	200082
Ford	F650	1FDNF6DC9MDF00440	HTV873PTO	200116
Ford	F650	1FDNF6DC0MDF00441	HTV873PTO	200117
Ford	F650	1FDNF6DCXKDF14277	HTV873PTO	200123
Ford	F650	1FDNF6DC2MDF00442	HTV873PTO	200126
Ford	F750	1FDXF7DE3MDF00689	HTV873PTO	200165
Ford	F650	1FDNF6DC9MDF00681	HTV873PTO	200428
Ford	F750	1FDXF7DEXMDF01483	HTV873PTO	200517
Ford	F750	1FDXF7DE7MDF04955	HTV873PTO	200555
Ford	F750	1FDXF7DE9JDF04600	JTV1273PTO	181174

AFFECTED MACHINES - VVK020011					
TRUCK MAKE	TRUCK MODEL	TRUCK VIN	VERMEER MODEL	VERMEER PIN	VERMEER UNIT NUMBER
Ford	F650	1FDNF6DC3MDF04421	HTV873PTO	1MVL1305LMK010001	210098
Ford	F750	1FDXF7DE4MDF06288	HTV873PTO	1MVL1305HMK010002	210145
Ford	F650	1FDNF6AN9NDF00123	HTV873PTO	1MVL1305HMK010003	210157
Ford	F750	1FDXF7DE8NDF00124	HTV873PTO	1MVL1305CMK010004	210254
Ford	F750	1FDXF7DEXNDF04031	HTV873PTO	1MVL1305TMK010005	300174A
Ford	F750	1FDXF7DE2MDF05429	HTV873PTO	200621	200621



SAMPLE OWNER LETTER

PRODUCT SAFETY
DEPARTMENT

Vermeer Corporation on behalf
of Vermeer MV Solutions, Inc.
productsafety@vermeer.com

NHTSA SAFETY RECALL NUMBER 20V-508 and 20V-510

Vac-Tron Model: «Model»
New Vac-Tron PIN: «Model»

This notice applies to your vehicle,

Truck Make: «Truck Make»
Truck Model: «Model2»
Truck VIN: «VIN2»



**IMPORTANT
SAFETY
RECALL**

Second Notice

**Reflectors, Lights and
Discharge Tubes
Update Kit
(VVK000011)**

August 9, 2022

Dear Vermeer «Model» owner:

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

In October 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vac-Tron Equipment, LLC has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2015–2020 Vac-Tron «MODEL» vacuum excavators mounted to «Truck Make» «Model2» truck. According to our records, you currently own a Vac-Tron «MODEL» vacuum excavator mounted to «Truck Make» «Model2».

Our records indicate that the product safety update **may not** have been installed on your Vac-Tron «Model» vacuum excavator.

If the Kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at 6 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner. **You must have your machine upgraded for these safety features.**

Contact your local Vermeer Dealer:	«SERV_DLR_NAME» «SERV_DLR_ADD1» «SERV_DLR_CITY STATE ZIP» «SERV_DLR_COUNTRY»
Telephone:	«SERV_DLR_PHONE»

If the Kit has **been installed**, please contact the product safety department using the contact methods below.

If you no longer own this unit, please notify the product safety department at:

Toll-free: 800-829-0051, option 1
 Telephone: 641-621-7060
 Email: productsafety@vermeer.com

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top left corner of this letter.*



**PRODUCT SAFETY
DEPARTMENT**

Vermeer Corporation on behalf
of Vermeer MV Solutions, Inc.
productsafety@vermeer.com

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the vehicle driver and occupants, as well as others traveling on the public roadways. We hope that you agree that the safety benefits surpass the inconvenience.

Regards,
Vermeer MV Solutions, Inc.

Enclosure: First notice owner letter – October 27, 2020

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at productsafety@vermeer.com or by calling 800-829-0051 or 641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>